



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
BOARD FOR LICENSING CONTRACTORS
500 JAMES ROBERTSON PARKWAY, SUITE 110
NASHVILLE, TENNESSEE 37243
(615) 741-8307
800-544-7693
Fax: (615) 532-2868

CONSUMER COMPLAINT GUIDE

THE COMPLAINT REVIEW

Upon receipt of your completed contractor's complaint form, the Board's staff and legal counsel will evaluate and determine if the Board has jurisdiction. To make this determination, the following is considered:

- *License* - Does the contractor have a license or was one required?
- *Contract or Monetary Amount* - Was the project in excess of \$25,000.00?
A contractor's license is not required for work less than \$25,000.00.
- *Home Improvement Complaint* - If you live in one of the following nine counties: Bradley, Davidson, Hamilton, Haywood, Johnson, Knox, Shelby, Robertson or Rutherford: and the contract amount (your cost) was \$3,000.00-\$24,999.00 the Home Improvement Commission would have jurisdiction over these contractors, unless the contractor holds a valid license with the Board for Licensing Contractors.
- *Action* - Neither the Board nor Commission has the authority to award monetary damages; or to force the contractor to complete and/or make repairs. The Board and the Commission have the authority to assess civil penalties and to suspend or revoke licenses in appropriate cases.
- *Age of Complaint* - There is a one (1) year "implied warranty" on cosmetic items and a "statute of limitations" of four (4) years on structural issues.

COMPLAINT CASE PROCEDURES

Should your case fall into the jurisdiction of the Board for Licensing Contractors, the complaint process is as follows:

- *Contractor* will be notified of the complaint allegations and directed to respond in writing within two (2) weeks from the date the contractor receives notification from the Board.
- An *Inspector* may be assigned to the case and will contact you to set an appointment to conduct an inspection. The contractor may also be present at the job site inspection. The inspector then submits a report to the board's subcommittee.
- *Subcommittee review* consists of three (3) Residential Board Members who meet and review the complaint files and make recommendations to the Full Board relative to any future action. The file will consist of the complaint, contractor's response and the inspector's report.

JURISDICTION

The Board for Licensing Contractors and the Home Improvement Commission strive to protect the public from unscrupulous contractors, as this is their number one concern.

Neither the Board nor Commission has the authority to award monetary damages or force the contractor to make repairs. They may assess civil penalties or revoke or suspend the contractor's license through a Formal Hearing.

GENERAL INFORMATION

The Tennessee State Board for Licensing Contractors licenses and regulates prime contractors (those who contract directly with the owner) who are performing construction projects which total twenty-five thousand dollars (\$25,000.00) or more and subcontractors who are performing electrical or mechanical construction projects which total twenty-five thousand dollars (\$25,000.00) or more. If you file a complaint with this department that falls within our jurisdiction the complaint will be processed in our office and possibly investigated by a field inspector.

When a complaint is filed with our office, a letter will be returned to you informing you that the complaint has been received and is being processed. A certified letter will also be sent to the contractor, along with a copy of the complaint form you submitted. The letter directs the contractor to respond to the allegations of the complaint, in writing, within two (2) weeks from the date the contractor receives the letter. Once the contractor responds, or the two (2) weeks have expired, a field inspector may be assigned to conduct an inspection.

Please Note: Due to the heavy volume of complaints received by this office, along with the limited number of inspectors, if the complaint case is assigned to an inspector, it is possible that several weeks may pass before you are contacted by an inspector to schedule an appointment for a job site visit.

The Tennessee Department of Commerce and Insurance, Division of Regulatory Boards, is delegated by law with the responsibility of regulating the conduct of license holders. The complainant must rely on the courts for monetary recovery.

Receipt of Complaint Forms WILL NOT be verified over the telephone.

SIGNATURE IS REQUIRED – UNSIGNED COMPLAINT FORMS WILL BE RETURNED UNPROCESSED.

If the complaint form is not filled out completely, it will be returned or delay consideration of your complaint.

STAFF

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Board for Licensing Contractors/Home Improvement Commission

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CONTRACTORS BOARD COMPLAINT FORM

Complainant (Property Owner)

Respondent (Contractor)

Street Address

Street Address

City, State, Zip

City, State, Zip

County

County

(_____)_____
Home Telephone Number

(_____)_____
Business Telephone Number

(_____)_____
Alternate Telephone Number

(_____)_____
Alternate Telephone Number

(_____)_____
Cellular Telephone Number

(_____)_____
Cellular Telephone Number

(_____)_____
Fax Number, if available

(_____)_____
Fax Number, if available

Email address, if available

Email address, if available

Is the construction project Residential ☐ **OR** Commercial ☐?

Please provide the license number of the contractor (if known). _____

For Office Use Only:

Unlicensed: _____ *License #:* _____ *Inspector #:* _____

IN-1385/RDA2225

Please provide the location of the construction project:

Physical Address

City, State, Zip

County

In the space below, please draw a simple map or give directions to assist our inspectors in locating the project if an inspection becomes necessary.

Have you contacted the contractor in reference to this complaint? Yes ☐ No ☐
(If yes, please attach a copy of the letter you sent to the contractor.)

What type is the construction project?

New ☐ Remodeling ☐ Repair Work ☐ Addition & Renovation ☐

Other ☐ – please specify: _____

Was a building permit obtained for the construction project? Yes ☐ No ☐

If yes, who obtained the building permit? _____

Were you given a Certificate of Occupancy? Yes ☐ No ☐

Were you given a written warranty for the work performed? Yes ☐ No ☐

What was the total contract amount of the construction project?

\$ _____

Has the contract amount been paid in full? Yes ☐ No ☐

If no, how much is owed on the contract? \$ _____

Are any amounts in dispute (billings, payments, change orders, etc.)?

Yes ☐ No ☐

If yes, give a complete explanation: _____

What date was the construction project contract signed?

What date was the construction project started?

What date was the construction project completed (date of closing)?

What date was the construction project occupied for intended use?

What is the name of the foreman/supervisor in charge of the construction project?

Is this the individual you dealt with the most? Yes ☐ No ☐

If no, please list the name of the individual.

Was an Architect/Engineer retained for this project? Yes ☐ No ☐

If yes, please list below.

Name of Architect/Engineer

Name of Firm

Street Address

City, State, Zip

(_____)_____
Telephone Number

Have you retained an attorney in reference to your complaint? Yes ☐ No ☐

If yes, please list below.

Name of Attorney

Name of Firm

Street Address

City, State, Zip

(_____)_____
Telephone Number

Has litigation been filed by you or the contractor in reference to this complaint?

Yes ☐ No ☐

If yes, has a court date been set? Yes ☐ No ☐

If yes, what is/was the court date: _____

Is litigation concluded? Yes ☐ No ☐

If yes, please attach a copy of the final judgment.

Give a complete statement of the facts. You may add additional pages if necessary. Please attach copies of the proposal, contract, purchase orders, change orders, punch lists and permits for this project. **DO NOT SEND ORIGINALS.**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

_____200_____

Date

_____200_____

Date



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Department of Commerce & Insurance
Board for Licensing Contractors
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Nashville, TN 37243-1150
